

FIG. 1

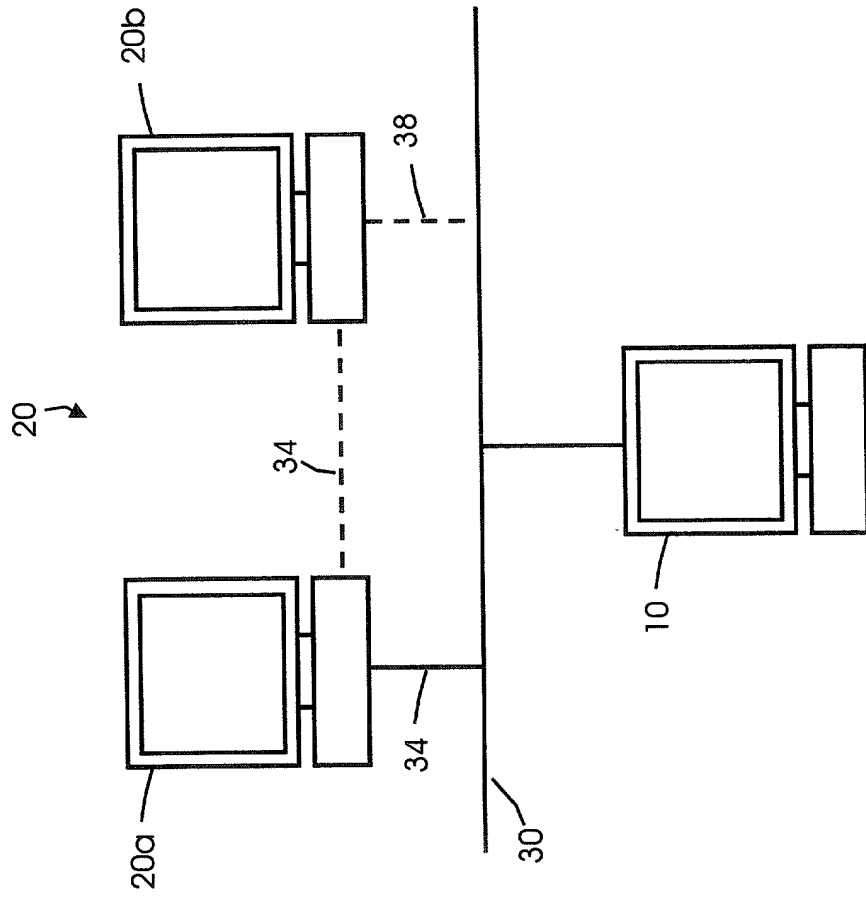


FIG. 2A

FIG. 2B is a block diagram of a system architecture. The system includes a Customer (10) and a Service Company (20b) connected via an Internet Architecture (30). The system also includes a Web Page Application (50) which is connected to an Account Application (52), an Order Application (54), and an Update Application (56). The Account Application (52) is connected to an Account Database (62), an Order Database (64), and a Manufacturer & Service Database (66). The Order Application (54) is connected to the Order Database (64). The Update Application (56) is connected to the Manufacturer & Service Database (66). The E-Mail Application (58) is connected to the Account Application (52), the Order Application (54), and the Update Application (56). The Web Page Application (50) is connected to the Account Application (52), the Order Application (54), and the Update Application (56). The system is enclosed in a dashed box labeled 20a.

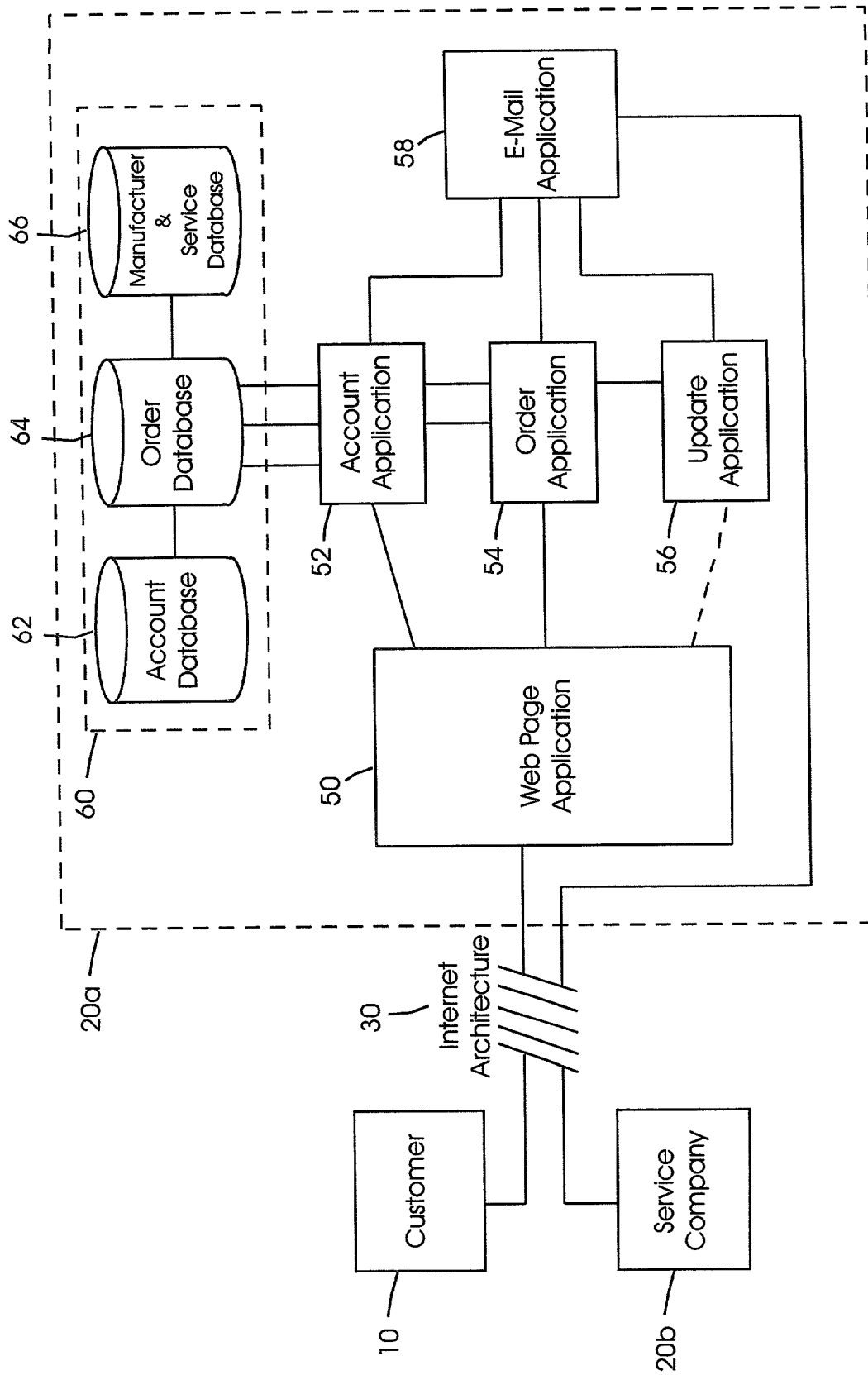


FIG. 2B

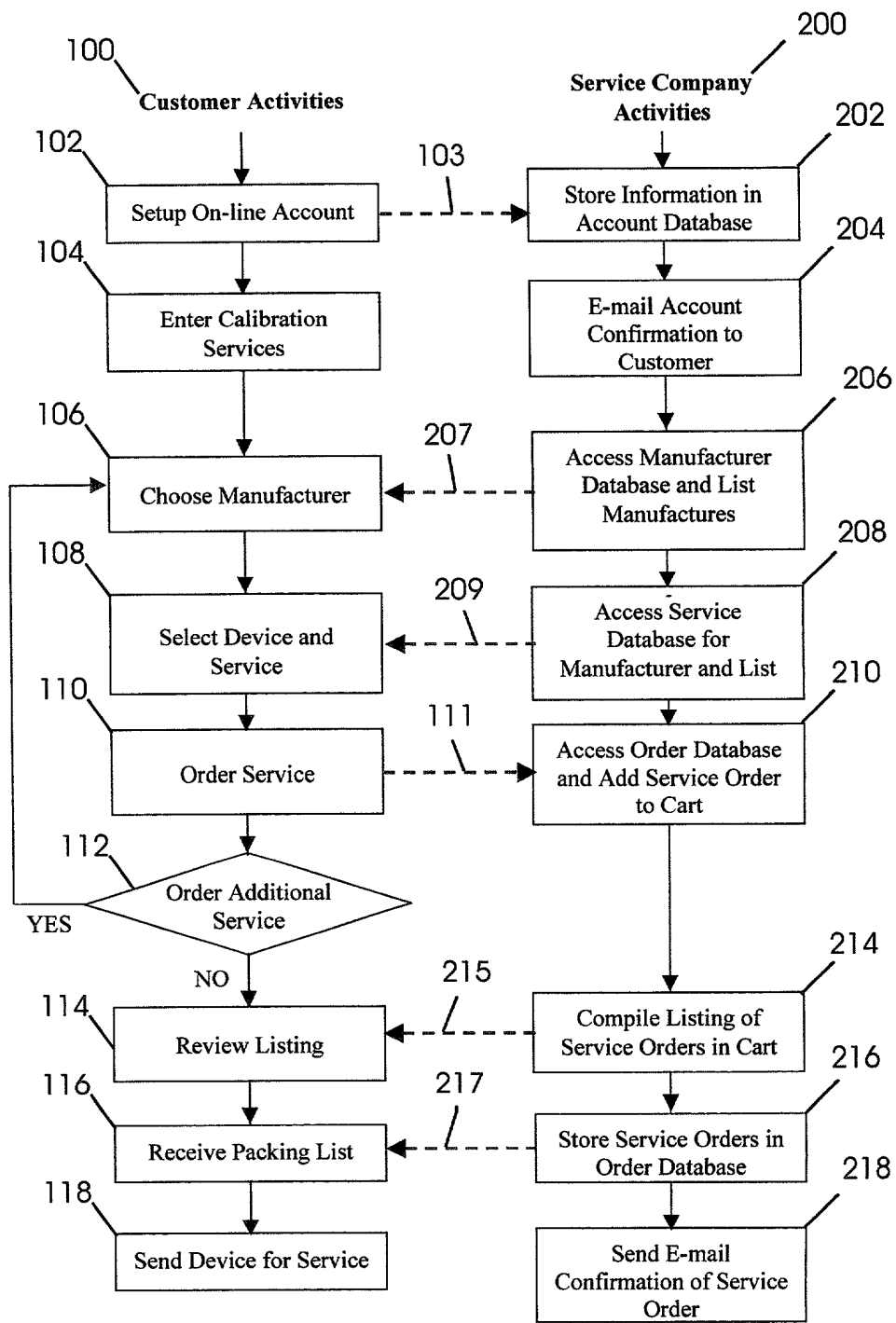


FIG. 3A

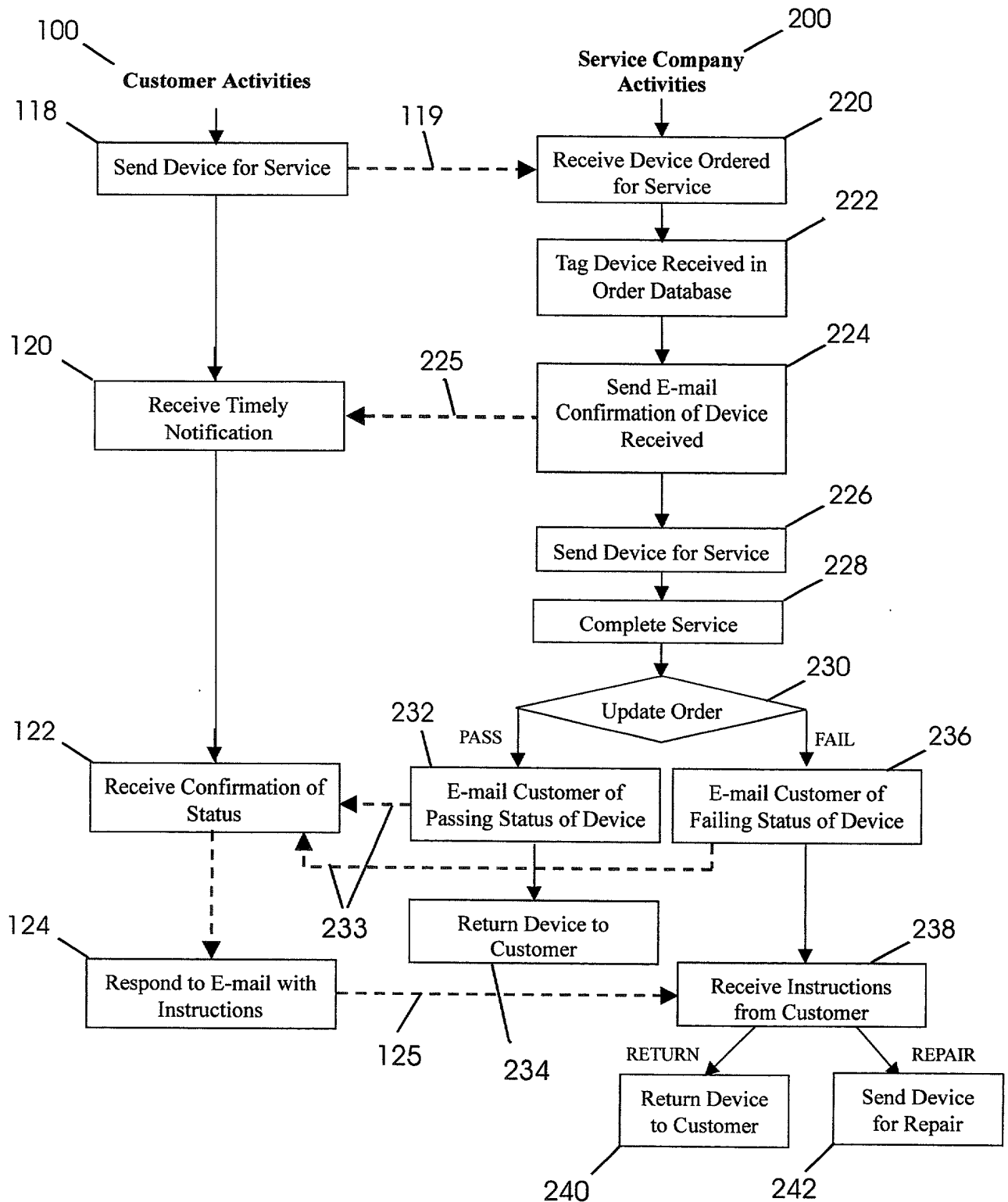


FIG. 3B

FIG. 4 is a schematic diagram of a user interface for setting up an online account. The user interface includes a title bar, a menu bar, and a main content area. The main content area is divided into three sections: "Setup Online Account", "Billing and Shipping Address", and "Create a User Name/Password".

300

Setup Online Account

310

Company Name:  
Your Company

312

Contact Name:  
John Doe

E-Mail Address:  
You@dot.com

Phone Number:  
555-555-5555

Ext:  
115

Fax Number:  
555-555-5050

320

Billing and Shipping Address:

Address:  
123 Anywhere St. #22

City:  
City

State:  
ST

Zip:  
77777

330

Create a User Name/Password

You may use numbers or letters in your user name/password. Do not exceed 14 characters.

Enter a User Name:

Enter a Password:

Confirm your Password:

Continue

Reset

340

FIG. 4

FIG. 5A is a schematic diagram of a user interface for an order calibration service. The interface includes a header bar 400, a main content area 410, and a footer bar 420. The header bar 400 contains the text "Order Calibration Services". The main content area 410 displays a welcome message, the current date, and instructions for using the search fields. The footer bar 420 contains a "Continue" button.

400

# Order Calibration Services

Welcome, John Doe

Today is:

Friday, February 9, 2001

Please use the fields below to search for your particular instrument.  
You may have as many instruments calibrated as you wish.  
Each unit is handled individually.

| Manufacturer   | / | Model# | / | Comments | / | Cost |
|----------------|---|--------|---|----------|---|------|
| <div>410</div> |   |        |   |          |   |      |

Continue

420

FIG. 5A

FIG. 5B is a schematic diagram of a computer screen displaying an "Order Calibration Services" form. The form includes fields for "Asset Number", "Return Shipping Method", "Serial Number", "Payment Method", "Shipper's Account Number", "Card Holder Name", "Card Number", and "Expiration Date". It also features buttons for "Continue" and "Add Additional Instruments".

402

412

430

434

436

440

450

452

432

438

Order Calibration Services

Today is: Friday, February 9, 2001

Please fill in the fields below to place your Calibration Order.  
You may finish your order at any time or add additional instruments.

Item: HEWLETT PACKARD 34401A

Asset Number:

Return Shipping Method:

\*Indicates Shipper Account # Required

Shipper's Account Number:

For Purchase Orders, Please Enter the P.O. Number Below:

For Credit Card Purchases, Please Enter the Card Information Below:

Card Holder Name:

Card Number:

Expiration Date:

Serial Number:

Payment Method:

Continue

Add Additional Instruments

FIG. 5B



404

# Packing List

Thank you John Doe, your order has been processed.  
An e-mail has been sent to you with this information.  
If possible, please print this page and send with instruments.

Order From:

Your Company  
123 Anywhere St. #22  
City ST 77777  
John Doe

Ship to:

Service Company  
123 Service St.  
City ST 77777

|               |               |                |                  |               |        |
|---------------|---------------|----------------|------------------|---------------|--------|
| Order Number: | Model Number: | Serial Number: | Unit Log Number: | Asset Number: | Cost:  |
| AC-428        | 34401A        | 123123         | 2364-1005        | 123123123     | 150.00 |

**Total:** 150.00

[Home](#)

## Place Another Order

480

482

FIG. 5C

FIG. 6 is a schematic diagram of a user interface for updating a customer account. The interface includes fields for company information, contact information, address, equipment status, calibration status, shipping information, and account number. It also features buttons for submitting and resetting the information.

500

Update Customer Account

510

Company Name:  
Your Company

Contact Name:  
John Doe

E-Mail Address:  
You@dot.com

Address:  
123 Anywhere St. #22  
City  
City

Phone Number:  
555-555-5555

Fax Number:  
555-555-5050

Ext:  
115

State:  
ST

Zip:  
77777

520

Equipment Status For:  
HEWLETT PACKARD / 34401A / Serial Number: 1234-56789 / UnitLogNumber: 1063-1008

Completed Calibration On: 02/09/2001

530

Calibration Status:

OK: ☐

Failed: ☐

540

Shipped Via:

Tracking Number:  
542

550

Shipper's Account Number:

Submit

Reset

560

FIG. 6